

# **Alister Square Inn COVID-19 Reopening Protocol and Procedures**

The Alister Square Inn is first and foremost committed to ensure the health and wellbeing of all our valued guests and staff. We remain diligent in monitoring the Novel Coronavirus (COVID-19) cases and following guidelines from the Center for Disease Control and Prevention (CDC) as well as the World Health Organization and local, regional, and state authorities.

## **Housekeeping:**

- All housekeeping personnel will have temperature checked prior to starting shift.
- All housekeeping personnel will wear masks and gloves and follow Ecolab written recommendations for routine hand washing and sanitization.
- Cleaning chemicals: Alister Square Inn consistently uses cleaning products and protocols which are effective against viruses.
  - Gateway Printing and Supplies has provided a protocol for what chemicals to be used where and how, the protocol is posted, and all employees will have signed off on understanding of protocol.
  - Housekeeping is using EnviroCare Neutral Disinfectant or Lysol to sanitize fabric furniture between guests.
  - Housekeeping is using EnviroCare Neutral Disinfectant or Lysol to sanitize bed pillows between guests.
  - Laundry: Alister Square Inn linen is processed on premise which allows us to closely monitor and control the effectiveness of our linen cleaning protocol. Our laundering products and cleaning processes are designed to address a broad spectrum of viruses, including COVID-19.
- Additional linens and guest supplies will be provided upon request only.
  - Guests will be informed these must be requested by phone to the desk between 9AM and 11AM.
  - These items will be bagged and dropped off at the unit entry door for contactless delivery by 5PM.
- Housekeeping personnel will not enter any occupied unit to perform cleaning services.
- Alister Square Inn uses triple sheeting method to ensure that all linens are laundered and sanitized between each guests occupancy.
- Decorative pillows on beds have been removed from units.
- Breaks, including lunch breaks will be staggered to avoid concentrations of staff in any one area.
  - Break room will be sanitized after every break cycle.

## **Maintenance**

- All maintenance personnel will have temperature checked prior to starting shift.
- All maintenance personnel will wear masks and gloves and follow Ecolab written recommendations for routine hand washing and sanitization.
- Main concentration will be on the maintenance and upkeep of common elements of the building.
- Only Emergency work orders will be performed within occupied condo units.
- The manager will have sole discretion of what work orders will be classified as emergency work orders.
  - Non emergent work orders will be performed between rentals following the sanitation of the unit.
- Depending on the work order, occupants may be required to vacate the unit while the work is being performed.
- Breaks, including lunch breaks will be staggered to avoid concentrations of staff in any one area.
- Break room will be sanitized after every break cycle.

## **Front Desk**

- All desk clerks and office personnel will have temperature checked prior to starting shift.
- All front desk and office personnel will wear masks and gloves and follow Ecolab written recommendations for routine hand washing and sanitization.
- Sneeze guards will be installed at the front desk.
- Photo ID will be presented visually, and upon confirmation that all documents received and payment is received; key cards will be dropped off and picked up without physical contact.
- Reservation questions and work order requests will be handled over the phone and not in person.
- Breaks, including lunch breaks will be staggered to avoid concentrations of staff in any one area.
- Break room will be sanitized after every break cycle.

## **Common Area Protocol Adjustments:**

- Swimming Pool –
  - Pool furniture and tables will be sanitized daily by staff wearing gloves and masks. Furniture will be arranged to comply with social distancing.
  - Total occupancy of the pool area must remain at 25% of maximum occupancy.
  - No more than 4 people from one registered unit will be permitted at one table.
  - Sanitizer solution will be provided for guests to sanitize the furniture before and after use.

- The number of occupants allowed in the pool area will be capped at 10.
- Social distancing policies and protocols will be posted on all pool entrances.
- Hot Tub – The hot tub has been closed until further notice.
- Coffee Bar area – Coffee bar area will remain closed until further notice.
- Complimentary Breakfast is currently not available.
- Common area bathrooms will be sanitized multiple times throughout the day.
- The meeting room will be closed for group use until further notice.

## **Business Adjustments:**

- All In room information books will be removed.

## **Cancellation Policy Adjustments:**

- Guests traveling with new or existing direct bookings for stays at Alister Square Inn through June 30, 2020 will have their cancellation or change penalties waived if the request is received at least 24 hours prior to arrival.
- Guests who are prohibited from traveling to Alister Square Inn under applicable law will have their cancellation or change penalties waived.

## **Employee Health and Safety Knowledge**

- Hand Hygiene: Our employees have been trained on proper and frequent handwashing in order to prevent the spread of viruses.
- Training: In addition to our Housekeeping training, all of our employees are required to complete COVID-19 awareness training provided by EcoLab and CDC Documentation.
- Health Checks: Employee, vendor and contractor temperature screening is being conducted prior to any staff, support staff or third-party work-related entity being allowed to enter Alister Square Inn property public spaces. Additionally, all Alister Square Inn staff has been instructed not to report to work if he or she feels ill, has a temperature or is caring for someone who is or may be COVID-19 positive.
- We are advocating a property wide limited personal contact directive for our colleagues (ex. Handshakes, close contact, etc...) that would typically be associated with customary greetings.